



STATE OF IOWA
MASTER AGREEMENT
 Contract Declaration and Execution

EFFECTIVE BEGIN DATE: 10-01-2008
 EXPIRATION DATE: 09-30-2009
 PAGE: 1 of 4

VENDOR:

BAKER & TAYLOR
 Attn: Ordering Dept
 501 S Gladiolus
 Mokenca, IL 60954-1799
 USA

VENDOR CONTACT:
 Carol Betourney, ext. 405
 PHONE: 800-775-2300 EXT:
 EMAIL: orders@btol.com

ISSUER:
 JEANETTE CHUPP
 PHONE: 515-281-6288
 EMAIL: Jeanette.Chupp@iowa.gov

FOB FOB Dest, Freight Allowed

Contract For: Books and Spoken Word Audio Material

FOR STATE AGENCIES and ACADEMIC LIBRARIES: The parties agree to comply with the terms and conditions on the following attachments which are by this reference made a part of the Agreement: Attachment 1: General Terms and Conditions for goods contracts posted at web-site: http://das.gse.iowa.gov/terms_goods.pdf. Attachment 2: Contractor's response to competitive RFP 0707005010 of Sept. 8, 2006, on file with the Iowa Dept. of Administrative Services/GSE.

Customer Service/Support Contact for "BOOKS and Spoken Word Audio Materials" .. Carol Betourney at phone 800-775-2300 ext. 405 or E-Mail: betourc@btol.com

Sales Representative: Frances Lewis at phone 800-258-3774 ext. 3318, or E-Mail: flewis@ybp.com

Discounts range from Zero (+\$4.95 surcharge), to 45% for various categories as itemized in the attached Exhibit A. and B. Book processing and the following services are also available upon request:

- 1.) Order confirmation FAX BACK. (update your account profile to include this service)
- 2.) Internet ordering at website www.btol.com (establish web account free of charge)
- 3.) Free shipping from the primary service center at Mokenca, Illinois (State Agencies, Public/Academic Libraries) or Reno, Nevada (School Libraries).
- 4.) Publisher's list pricing is available on written quotations and also may be viewed via the B&T Link OnLine and school selection websites. NOTE: Refer to the attached document for additional information

RENEWAL OPTIONS

FROM 10-01-2009 TO 09-30-2010

FROM 10-01-2010 TO 09-30-2011

FROM 10-01-2011 TO 09-30-2012

AUTHORIZED DEPARTMENT

ALL

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR		STATE OF IOWA	
CONTRACTOR'S NAME (If other than an individual, state whether a corp., partnership, etc.) <i>Baker & Taylor, Inc.</i>		AGENCY NAME <i>Dept. of Administrative Services</i>	
BY (Authorized Signature) <i>Lee Ann Queen</i>	Date Signed <i>9-10-08</i>	BY (Authorized Signature) <i>Jeanette Chupp</i>	Date Signed <i>Sept. 10, 2008</i>
Printed Name and Title of Person Signing <i>Lee Ann Queen Director-Pricing Service</i>		Printed Name and Title of Person Signing <i>Jeanette Chupp</i>	
Address <i>2550 West Tysola Rd, Ste. 300 Charlotte, NC 28217</i>		Address <i>Hoover Bldg., Des Moines, Iowa</i>	



STATE OF IOWA
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MA# 005 3440-09

EFFECTIVE BEGIN DATE: 10-01-2008
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PAGE: 2 of 4

LINE NO.	QUANTITY / SERVICE DATES	UNIT	COMMODITY / DESCRIPTION	UNIT COST / PRICE OF SERVICE
1	0.00000		7151034	\$0.000000
			BOOKS, MISCELLANEOUS (BY TITLE OR PUBLISHER)	\$0.000000
			Publications at discount from Price List.	
2	0.00000		7151037	\$0.000000
			BOOKS, LIBRARY	\$0.000000
			Discounts range from Zero (+ \$4.95 surcharge) to 45%	
			..	
3	0.00000		52520	\$0.000000
			Book Cards, Date Slips, Pockets, Protectors, etc.	\$0.000000
			Cataloging and Processing Options.	
			:- MARC Record.....\$ 0.25/record	
			- Card Set (includes shelf list card, two main entry cards, title card and sufficient additional cards for added entries)...\$0.55/unit	
			- Card Kit (includes spine label, book pocket w/card & card set)...\$0.75/unit	
			- Mylar Jacket (loose).....\$0.57/unit	
			- Mylar Jacket (attached)...\$0.65/unit	
			- Loose Jacket & Card Kit....\$1.09/unit	
			- Fully Processed Book.....\$1.09/unit	
			- Fully Processed Paperback..\$0.94/unit	
			- Plastic Laminate for paperback cover reinforcement...\$1.99/unit	
			- Theft Detection (3M or Checkpoint) .. \$0.50/unit	
			- Date Due Slips.....\$0.15/unit	
			- Book Pockets \$0.15/unit	
			- Standard Cataloging (titles cataloged thru LC)..\$0.25/record	
			- PromptCat Service (with regional OCLC office).. \$0.10/record	
			- Completely Processed Book (includes mylar jacket, book pocket with insert, spine label and full card set)\$1.09/unit	
			- Kapco Book Processing Method (clear thick plastic sheets, adhered directly to the original paperback cover, covers the entire book/spine/front/back cover) \$1.99/unit	
4	0.00000	EA	95638	\$4.950000
			Library Services (Not Otherwise Classified)	\$0.000000
			Zero Discount Publications (surcharge)	
5	0.00000		96286	\$0.000000
			Transportation of Goods and Other Freight Services	\$0.000000
			FOB	
			Delivery is FOB Destination (no-charge) from the primary service center for normal 15-day delivery. Rush orders or shipments from other locations invoiced actual freight costs. Primary Service Centers include:	
			- Momence, Illinois, for State Agencies & Academic Libraries	
			- Momence, Illinois, for Public Libraries	
			- Reno, Nevada, for School Libraries	
6	0.00000		95638	\$0.000000
			Library Services (Not Otherwise Classified)	\$0.000000
			Library Services	
			- Collection Development Services	
			- Quotation Service (firm order books)	
			- Selection Tools available to libraries include Forecast, Paper	



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EFFECTIVE BEGIN DATE: 10-01-2008
 EXPIRATION DATE: 09-30-2009
 PAGE: 3 of 4

LINE NO.	QUANTITY / SERVICE DATES	UNIT	COMMODITY / DESCRIPTION	UNIT COST / PRICE OF SERVICE
			Clips, School Selection Guide, Growing Minds, Imagery, CATS Series, Espanol, Automatically Yours and E-Lists (on-line)	



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EXPIRATION DATE: 09-30-2009
PAGE: 4 of 4

TERMS AND CONDITIONS

Terms & Conditions Goods

The parties agree to comply with the terms and conditions on the following web site which are by this reference made a part of the Agreement.

General Terms and Conditions for goods contracts are posted at: http://das.gse.iowa.gov/terms_goods.pdf

Updated Contact List .. September 2008

Exhibit E

Baker & Taylor Service Personnel Ordering / Customer Service Information/ Remittance Address

School and Public Libraries Book and Spoken Word Materials

Baker & Taylor, Inc.
Attn: Ordering Department
3584 Old Maysville Road
Commerce, GA 30529

Telephone: 800-775-1100

Fax: 800-775-7480

E-mail: orders@btol.com

State Agencies/Academic Libraries Book and Spoken Word Audio Materials

Baker & Taylor, Inc.
Attn: Ordering Department
501 S. Gladiolus
Mokena, IL 60954-1799

Telephone: 800-775-2300

Fax: 800-775-3500

E-mail: orders@btol.com

DVD and Music Audio (all members)

Baker & Taylor, Inc.
RIDC West
1000 Commerce Drive, Suite 400
Pittsburgh, PA 15275

Telephone: 800-775-2600

Fax: 888-285-8922

E-mail: safrand@btol.com

	Public Libraries	School Libraries	State Agencies/Academic Libraries
Customer Service-Books	Paula Redenius 800-775-2300 x 325 redenip@btol.com	Delilah Waldroup 800-775-1200 x 2434 waldrod@btol.com	Carol Betourney 800-775-2300 x 405 betourc@btol.com
Customer Service-AV Materials	Donna Safran 800-775-2600 x 2135 safrand@btol.com	Donna Safran 800-775-2600 x 2135 safrand@btol.com	Donna Safran 800-775-2600 x 2135 safrand@btol.com
Sales Representative	Curt Leppert 800-775-7930 x 1010 lepperc@btol.com	Amanda Winseck 800-775-7930 x 1932 winseca@btol.com	Frances Lewis 800-258-3774 x 3318 flewis@ybp.com

Remittance Address (all accounts)

Book/Spoken Word Audio Product
Baker & Taylor
P.O. Box 277930
Atlanta, GA 30384-7930

Music CD / DVD / Games
Baker & Taylor
P.O. Box 277930
Atlanta, GA 30384-7930

Baker & Taylor, Inc.
Terms and Conditions of Sale
State of Iowa – RFP 0707005010

C OM Date: September 2006

Passcode: SRTRSVNV

Category Definition	Price Indicator	Definition	Discount
I.	O (zero) (Hardcover Trade Editions) C (Hardcover Computer Books)	Adult Trade Hardcover Editions (Popular Fiction & Non-Fiction)	1-4 copies/title 44.0% 5-9 copies/title 44.5% 10 + copies/ title 45.0%
II.	J	Juvenile Trade Hardcover Editions (Popular Fiction & Non-Fiction)	1-4 copies/title 44.0% 5-9 copies/title 44.5% 10 + copies/ title 45.0%
III.	B (Paperback Trade Editions) C (Paperback Computer Books)	Adult Quality Paperback Editions (Popular Fiction & Non-Fiction)	1 copy/title 38.1% 2-4 copies/title 40.1% 5-9 copies/title 41.0% 10 -19 copies/title 41.5% 20-29 copies/title 42.5% 30 + copies/title 43.5%
IV.	G	Juvenile Quality Paperback Editions (Popular Fiction & Non-Fiction)	1 copy/title 38.1% 2-4 copies/title 40.1% 5-9 copies/title 41.0% 10 -19 copies/title 41.5% 20-29 copies/title 42.5% 30 + copies/title 43.5%
V.	P	Mass Market Paperback Editions	1 copy/title 38.1% 2-4 copies/title 40.1% 5-9 copies/title 41.0% 10 -19 copies/title 41.5% 20-29 copies/title 42.5% 30 + copies/title 43.5%
VI.	R	Single Edition Reinforced (Juvenile)	1-2 copies/title 20.1% 3-9 copies/title 21.0% 10 + copies/title 21.5%
VII.	Z	Publisher's Library Edition (Juvenile)	1-2 copies/title 20.1% 3-9 copies/title 21.0% 10 + copies/title 21.5%
VIII.	A	University Press Trade Editions	15.0%
IX.	S/X/N/Q (Text, Technical, or Reference Editions) L (Hardcover Editions from Small, Specialty Publishers and Titles Of Limited Demand)*** M (Paperback Editions from Small, Specialty Publishers and Titles of Limited Demand)*** V/T (Returnable Specialty Textbooks) 5/6/8 (Professional Medical Titles)	Text, Technical, Reference, Small Press Editions and Titles of Limited Demand (May be of any binding and includes non-trade University Press titles and some spoken word audio)	S = 5.0% X = 5.0% N = 0.0%* L = 0.0%*** M = 0.0%*** V = 0.0%**** T = 0.0% 5 = 0.0% 6 = 5.0% 8 = 5.0%
X.	F/K/I/3	Imported English and Non-English Language Editions	F = 0.0 % K = 5.0 % I = 0.0 % 3 = 0.0 %
XI.	Q & Y	Enhanced Service Program**	0.0% plus \$4.95/unit
XII.	H	Spoken Word Audio (primarily abridged)	45.1%
Special Program	D E	- Pawprints Editions - BT Bound Editions	D = 0.0% E = 25.0%

* Titles which receive minimal publisher discount will be invoiced at publisher's list price.

** Titles where Baker & Taylor receives no discount from the publisher or prepayment is required by the publisher or publishers whose titles have limited demand and/or non-commercial publishers will be invoiced at list price plus \$4.95/unit service charge.

*** Represents publishers with limited sales volume, based upon a semi-annual review and individual titles which qualify for preferred stock status, but have limited demand (calculated over a rolling 12 month period). Also represents individual titles which do not qualify for preferred stock status, based upon quarterly review. These titles may be of any binding type or publisher of origin.

Replica books will be invoiced at 5.0 % off of B&T advertised list price. "Special Program" titles will be discounted as shown, discount will be applied to the B&T advertised list price.

Please note that for some college textbook publishers where no publisher list price is assigned by the publisher, Baker & Taylor will assign a list price for these titles. In such instances, the applicable list price is based upon a standardized formula. Also, B&T will assign a US dollar list price for imported titles.

The discounts outlined within this proposal are applied to the publisher's current list price at the time of shipment. Please note that the publisher's list price is subject to change without notice.

Note: Price Indicator is subject to change based upon changes in relationships with publishers.

Category Definitions

- I. Adult Trade Hardcover Editions (O, C)** *(may include some spoken word audio materials)*
High demand, materials from widely distributed publishers designed for the general consumer, usually dealing with a subject matter having broad mass appeal. These titles are typically released in hardback and can be either fiction or current non-fiction. Publisher promotional/media expenditures and print runs are customarily higher for these titles than for most others. Inventory for these titles is maintained with preferred stock status (regularly stocked in three to four major warehouses). An example of a trade edition would be: The Broker by John Grisham, ISBN: 0385510454.
- II. Juvenile Trade Hardcover Editions (J)**
High demand, juvenile materials from widely distributed publishers designed for the general consumer, usually dealing with a subject matter having broad mass appeal. These titles are typically released in hardback and can be either fiction or current non-fiction. Publisher promotional/media expenditures and print runs are customarily higher for these titles than for most others. Inventory for these titles is maintained with preferred stock status (regularly stocked in three to four major warehouses). An example of a trade edition would be: A Light in the Attic by Shel Silverstein, ISBN: 0060256737.
- III. Adult Quality Paperback Editions (B, C)**
High demand paperback materials from widely distributed publishers, other than the standard rack size paperback, typically found in bookstores and other retail outlets. Inventory for these titles is maintained with preferred stock status (regularly stocked in three to four major warehouses). An example of a quality paperback would be: Bridget Jones's Diary by Helen Fielding, ISBN: 014028009X.
- IV. Juvenile Quality Paperback Editions (G)**
High demand, juvenile paperback materials from widely distributed publishers, other than the standard rack size paperback, typically found in bookstores and other retail outlets. Inventory for these titles is maintained with preferred stock status (regularly stocked in three to four major warehouses). An example of a quality paperback would be: Charlotte's Web by E.B. White, ISBN: 0064400557.
- V. Mass Market Paperback Editions (P)**
A standard rack size paperback typically found in bookstores or other retail outlets. An example of a mass market paperback would be: The Girl Who Loved Tom Gordon by Stephen King, ISBN: 0671042858.
- VI. Single Edition Reinforced (R)**
A high quality binding designed to provide a long shelf life in a heavy use environment. Although the binding is fanned and glued it may not be sewn, which is typically found in the publisher library edition. Subject content can include both fictional and non-fiction works appealing to juveniles as well as adults. These bindings are identified by the publisher to Baker & Taylor. An example of a single edition reinforced binding would be: Watch Out! Big Brothers Coming by Jev Alborough, ISBN: 0763601306.
- Publisher Library Editions (Z)**
Fiction as well as non-fiction materials appealing to both juveniles and adults, designed with the rugged durability required of the environment typically found in a library setting. Publisher Library Editions are traditionally of the highest quality, usually fanned, sewn and glued to provide the greatest possible shelf life of any binding. These bindings are identified by the publisher to Baker & Taylor. An example of a publisher library edition would be: If You Give A Pig A Pancake by Laura Joffe Numeroff, ISBN: 0060266872.
- VIII. University Press Trade Editions (A)** *(may include some spoken word audio materials)*
This category would include any University Press Trade Editions, both adult and juvenile, and are subject to publisher reclassification. An example of a university press trade edition would be: The Art of Teaching by Oxford University Press, ISBN: 0195169697.
- IX. Text, Technical, Reference, Small Press, and Titles of Limited Demand (5, 6, 8, L, M, N, S, T, V, X)**
Category of materials includes, but is not limited to, text, technical, reference, professional medical, small press, and some university press titles (excluding University Press Trade Editions). It includes titles purchased from publishers on a non-returnable basis, those publishers that extend little discount to Baker & Taylor, and publishers whose titles have limited sales volume based upon a semi-annual review. It includes individual titles which do not qualify for preferred stock status (based upon a quarterly review) and individual titles which qualify for preferred stock status, but have limited demand (calculated over a rolling 12 month period). Additionally, any publisher which is not in compliance with some of Baker & Taylor's purchasing requirements could be in this category. Materials in this category are both adult and juvenile and may be of any binding. Examples within this category would be: The Merck Index, ISBN: 0911910131, Strategies That Work, ISBN: 1571103104 and Beauty and the East ISBN: 1566563879
- X. Imported English and Non-English Language Editions (F, K, 1, 3)**
Titles produced and distributed outside of the domestic US. These titles may be of any binding type and represent various publishers. Baker & Taylor will assign a US dollar list price for these editions based upon a standardized formula.
- XI. Enhanced Service Program Titles (Q, Y)**
This category includes materials where Baker & Taylor receives no discount from the publisher, or prepayment is required by the publisher, or publishers which have restrictions on returns, or books of small or non-commercial publishers with limited sales volume based upon a semi-annual review. Any publisher which is not in compliance with Baker & Taylor's purchasing requirements would be in this category. Materials in this category may be of any binding. These titles will receive no discount and are subject to a service charge. An example within this category would be: Paths to Recovery, ISBN: 0910034311.
- .I. Spoken Word Audio (H)**
Primarily abridged materials designed for the general consumer, usually dealing with a subject matter having broad mass appeal. These titles can be either fiction or current non-fiction. An example of a primarily abridged spoken word audio would be: The Broker by John Grisham, ISBN: 0739316443.

**Enhanced Services Program
(Book and Spoken Word Material Only)**

Baker & Taylor is pleased to provide a service that will save the library time and money when procuring titles from small or hard to find publishers. By utilizing B&T's vast publisher and title database, the library can purchase a wide variety of low demand and small print run titles from associations and limited edition, prepayment, and non-returnable publishers.

Baker & Taylor's Enhanced Services Program provides libraries with access millions of active book titles representing over 75,000 imprints. This breadth of coverage is greater than that of any other book industry wholesaler.

The "ESP" program builds on B&T's already outstanding publisher relations by:

- ◆ Expanding our vendor relations team responsible for the follow-up of all publisher orders, thereby improving the speed of delivery of all titles to the library.
- ◆ Widening our publisher base to include hundreds of small non-commercial publishers formerly considered "Apply Direct" by the book industry.
- ◆ Increasing our reporting capabilities by providing order status for 100% of all title not yet published and by supplying anticipated release dates for all out of stock items.

In order to provide these enhanced title acquisition services, B&T will apply a service charge to qualifying titles. Titles supplied from small non-commercial publishers which require prepayment or where B&T receives no discount from the publisher will be invoiced at list price +\$4.95/unit.

If you would like to determine whether a specific title is subject to the surcharge, you may check the Title Source for Windows, Baker & Taylor's CD-ROM database. Surcharged titles will appear with an Y or Q in the discount code field. You may also telephone your Customer Service or Order Entry Representative to determine surcharged titles before placing an order.

As a convenience to the library, B&T can exclude these titles from all orders by adjusting the library's account profile. Please contact your Customer Service Representative for additional information.

Service #1

Books

The **Kapco** ® method uses clear, thick, plastic sheets, adhered directly to the original paperback cover. This covers the entire book to protect the spine, front, and back covers. Cost for this process is **\$1.99**.

Service #2

Processing for Books

In addition to providing library books, technical processing is also an integral part of Baker & Taylor's services. Our modern automated systems and distribution centers are engineered to support the physical processing of library materials and the provision of the associated bibliographic products for books. Baker & Taylor originally began providing physical processing and bibliographic data in 1968, and we have provided more of these types of processing components than any other supplier of library materials. Our components are constructed from the finest materials to insure durability and stability.

MARC

Baker & Taylor's expertise in cataloging is built upon our highly sophisticated cataloging system (B&T MARC) which produces its MARC and MicroLIF records from a database containing over 4.2 million records. Baker & Taylor's automated bibliographic records are user-friendly, compatible with virtually every software system, and contain full cataloging information for more books than any other book distributor. MARC will be provided for any title cataloged through the Library of Congress. However, not all books published and distributed through normal U.S. wholesale channels have such cataloging available.

Baker & Taylor is pleased to offer the following discounted prices for cataloging and processing for book products:

MARC Record.....\$0.25/record

Card Set.....\$0.55/unit

(Includes shelf list card, two main entry cards, title card and sufficient additional cards for added entries)

Card Kit.....\$0.75/unit

(Includes spine label, book pocket w/ card and card set)

Mylar Jacket.....\$0.57/unit (loose)

\$0.65/unit(attached)

Loose Jacket and Card Kit.....\$1.09/unit

Fully Processed Book.....\$1.09/unit

(Includes mylar jacket, book pocket w/ insert, spine label and full card set)

Fully Processed Paperback (no laminate cover).....\$0.94/unit

Customer Service #1- Fax Back

Order confirmation for fax, phone, or mailed orders will be returned via fax, if desired. Please notify customer service of this request; account profiles will be modified to reflect your request.

Customer Service #2-Backorders Carried

Comply. Each agency account may determine the backorder timeframe appropriate for each account. Customers will be notified of any cancellations via a status report, which accompanies each shipment. Also, title status may be viewed via our Online Customer Support website (OCS). OCS is Baker & Taylor's **free** web-based account management system. OCS's sophisticated search options include the ability to query orders by Purchase Order Number, B&T Number, ISBN, and Order Date Range. You can also view detailed information, including order and account status, warehouse location, quantities and prices, and shipping details for UPS shipments. There's even an option that helps you print invoices and order details for your records. Information is retained in OCS for 90 days after invoice. Please see our website for additional details.

Customer Service #3- Internet Ordering Option

Internet Ordering (Free of Charge)

Baker & Taylor's website, www.btol.com, allows our customers to place orders via the Internet. Features include the ability to:

- *Select product by searching our extensive book, spoken word, and movie and music database.*
- *Create and maintain a shopping cart.*
- *Send the order to Baker & Taylor via the Internet.*
- *Receive order confirmation within minutes of sending the order.*

You can register for this service online if you have an active account, in good standing, with Baker & Taylor. If you are a new user, you'll be presented with a user license agreement and a registration form to complete. Ordering from Baker & Taylor via the Internet is just a mouse click away!

School Selection

Our online site, created exclusively for schools, is designed to allow librarians to search for titles and to place orders via the Internet, **free of charge**. The one million titles selected for this site are positively reviewed and/or award-winning titles along with special curriculum-supporting titles belonging to a key series or publisher.

Features include:

- *Select product by searching our extensive book title database of over one million titles. (Each entry displays B&T stock levels, with inventory updated daily).*

- *Search by a variety of criteria including title, author, ISBN, keyword, library subject, Dewey class, binding, publisher, awards, reviews, Accelerated Reader, or ISBN, to name a few.*
- *Additional filters include publication date, language, binding type and grade level.*
- *Full text reviews are available for many titles (review sources are School Library Journal, Library Journal, Publishers Weekly, Criticas, and Booklist)*
- *OnLine collection analysis to evaluate a library's collection and provide title recommendations. Our Collection Analysis Tool (CAT) is available to*
 - Analyze your library's current collection*
 - Compare your collection to a choice of standard bibliographies*
 - Convert your Holdings Analysis data into user-friendly graphs/charts*
 - Provide a Weeding List of suggested titles to purge*
 - Provide a Recommendation List of titles to purchase to fill in the gaps in your collection*
- *Create and maintain a shopping cart. All titles will display the publisher's list price. Titles selected for your cart will also display your discounted price.*
- *Send the order to Baker & Taylor via the Internet.*
- *Receive order confirmation within minutes of sending the order.*

School Selection can be accessed by any computer with Internet Explorer (version 5.0 or higher), and an Internet connection of 56K or higher). In addition, School Selection is also compatible with MAC systems (OS 9.x) in conjunction with either Internet Explorer or Netscape browsers.

Baker & Taylor can accept invoice payment via Mastercard, however; payment at the point of order via these websites (EDI) is not available.

Customer Service #4

Non-applicable, Baker & Taylor offers a proposal as a traditional based vendor.

3.3 Technical Requirements and Services

A. Understood.

B. Baker & Taylor will supply any title published in the United States and distributed through normal wholesale channels.

C. Books and Spoken Word Audio

Baker & Taylor's national inventory is over 13 million volumes, including 500,000 in-stock titles (seasonally) representing over 75,000 publishers and imprints.

Music CD, DVD and Games

Our Service Centers maintain a combined inventory of over 4.2 million audiovisual volumes, representing 265,000 titles and over 830 Producers.

D. Understood

D. Ordering from Vendor Location

Traditional Land-Based Vendors:

Please see Section III, Baker & Taylor Exhibits, Exhibit E for ordering information.

F. Electronic Internet Ordering

Baker & Taylor's website, www.btol.com, allows our customers to place orders via the Internet. Features include the ability to:

- *Select product by searching our extensive book, spoken word, and movie and music database.*
- *Create and maintain a shopping cart.*
- *Send the order to Baker & Taylor via the Internet.*
- *Receive order confirmation within minutes of sending the order.*

You can register for this service online if you have an active account, in good standing, with Baker & Taylor. If you are a new user, you'll be presented with a user license agreement and a registration form to complete. Ordering from Baker & Taylor via the Internet is just a mouse click away!

School Selection

Our online site, created exclusively for schools, is designed to allow librarians to search for titles and to place orders via the Internet, **free of charge**. The one million titles selected for this site are positively reviewed and/or award-winning titles along with special curriculum-supporting titles belonging to a key series or publisher.

Features include:

- *Select product by searching our extensive book title database of over one million titles. (Each entry displays B&T stock levels, with inventory updated daily).*
- *Search by a variety of criteria including title, author, ISBN, keyword, library subject, Dewey class, binding, publisher, awards, reviews, Accelerated Reader, or ISBN, to name a few.*
- *Additional filters include publication date, language, binding type and grade level.*
- *Full text reviews are available for many titles (review sources are School Library Journal, Library Journal, Publishers Weekly, Criticas, and Booklist)*

- *OnLine collection analysis to evaluate a library's collection and provide title recommendations. Our Collection Analysis Tool (CAT) is available to*
 - Analyze your library's current collection*
 - Compare your collection to a choice of standard bibliographies*
 - Convert your Holdings Analysis data into user-friendly graphs/charts*
 - Provide a Weeding List of suggested titles to purge*
 - Provide a Recommendation List of titles to purchase to fill in the gaps in your collection*
- *Create and maintain a shopping cart. All titles will display the publisher's list price. Titles selected for your cart will also display your discounted price.*
- *Send the order to Baker & Taylor via the Internet.*
- *Receive order confirmation within minutes of sending the order.*

School Selection can be accessed by any computer with Internet Explorer (version 5.0 or higher), and an Internet connection of 56K or higher). In addition, School Selection is also compatible with MAC systems (OS 9.x) in conjunction with either Internet Explorer or Netscape browsers.

Baker & Taylor can accept invoice payment via Mastercard, however; payment at the point of order via these websites (EDI) is not available.

G. Delivery and Fulfillment

Comply, for orders of in-print and available materials.

Delivery Schedules

Public Libraries

The majority of a typical Library's order will be delivered within 5-7 business days after receipt of order, or, within 10-14 days if processing is required. Any items that must be backordered with publishers will be consolidated and shipped with 7 days of receipt from the publisher, or within 10 days if processing is required.

School Libraries/Academic Libraries/State Agency

All in-stock orders will be shipped within 2-4 days after receipt of order, typically delivered within 6-8 days. Please allow an additional 5-7 days for cataloged and processed orders and 6-8 weeks for Vinabind prebinding services. Any titles not immediately available from our title stock will be promptly backordered. Baker & Taylor's standard procedure is to make an initial shipment of in-stock titles, and one final shipment within 60 days after receipt of order. (Backorder timeframe may vary, based upon user needs).

H. Rush Ordering

Please contact your customer service representative for assistance in expediting any order for in stock product. This service is available at no additional charge, utilizing standard shipping arrangements.

Baker & Taylor will provide RUSH delivery service with the understanding that the library will incur any fees for requested overnight express or two day delivery service. Please note, all RUSH deliveries must be specified on a per order basis.

- I. Baker & Taylor will accept the authorized return of items that are damaged, defective (i.e. publisher's defects), or incorrectly shipped. Please refer to Section III, Baker & Taylor Exhibits, Exhibit D, **Baker & Taylor Returns Policies** for detailed information on credits and returns. Your Customer Service representative will be pleased to assist you with replacement material or account credit as appropriate. Please see Section III, Baker & Taylor Exhibits, Exhibit E for Customer Service personnel.

K. Non-Availability Reporting

Status reports will accompany your invoice, listing all titles not shipped with that particular invoice and the status code of each title not shipped. Status reports contain all of the information requested.

Title status may also be viewed on-line, via our Online Customer Support website. OCS is Baker & Taylor's **free** web-based account management system. OCS's sophisticated search options include the ability to query orders by Purchase Order Number, B&T Number, ISBN, and Order Date Range. You can also view detailed information, including order and account status, warehouse location, quantities and prices, and shipping details for UPS shipments. There's even an option that helps you print invoices and order details for your records. Information is retained in OCS for 90 days after invoice. Please see our website for additional details.

L. Communications

Please see Section III, Baker & Taylor Exhibits, Exhibit E for an outline of Baker & Taylor representatives who will assist the State of Iowa.

M. Comply

N. Processing for Book Materials

In addition to providing library books, technical processing is also an integral part of Baker & Taylor's services. Our modern automated systems and distribution centers are engineered to support the physical processing of library materials and the provision of the associated bibliographic products for books. Baker & Taylor originally began providing physical processing and bibliographic data in 1968, and we have provided more of these types of processing components than any other

supplier of library materials. Our components are constructed from the finest materials to insure durability and stability.

MARC

Baker & Taylor's expertise in cataloging is built upon our highly sophisticated cataloging system (B&T MARC) which produces its MARC and MicroLIF records from a database containing over 4.2 million records. Baker & Taylor's automated bibliographic records are user-friendly, compatible with virtually every software system, and contain full cataloging information for more books than any other book distributor. MARC will be provided for any title cataloged through the Library of Congress. However, not all books published and distributed through normal U.S. wholesale channels have such cataloging available.

Baker & Taylor is pleased to offer the following discounted prices for cataloging and processing:

Plastic Laminate for Paperback Cover Reinforcement.....	\$1.99/unit
Mylar Jacket.....	\$0.57/unit (loose) \$0.65/unit (attached)
Theft Detection..... <i>(3M or Checkpoint)</i>	\$0.50/unit
Date Due Slips.....	\$0.15/unit
Book Pockets.....	\$0.15/unit
Standard Cataloging..... <i>(book titles cataloged through LC)</i>	\$0.25/record
PromptCat Service..... <i>(PromptCat Service in conjunction with your regional OCLC office)</i>	\$0.10/record
Card Kit..... <i>(Includes spine label, book pocket w/ card and card set)</i>	\$0.75/unit
Completely Processed Book..... <i>(Includes mylar jacket, book pocket w/ insert, spine label and full card set)</i>	\$1.09/unit

M. Freight Terms of FOB Destination

Delivery to the State of Iowa is FOB Destination, free shipping from Baker & Taylor's primary service centers as listed below. As a courtesy, Baker & Taylor will extend the discount plan to personal staff accounts, however all staff account orders will be delivered FOB Shipping Point, Charge Shipping.

State Departments/ Academic Libraries
Public Libraries
School Libraries

Momence, IL
Momence, IL
Reno, NV

- N. Upon request, your sales consultant/representative will be available to provide training for any Baker & Taylor service or ordering tool. Please see Section III- Baker & Taylor Exhibits, Exhibit E.
- O. Baker & Taylor Inc. technical support representatives can be reached by calling 1-800-775-3700, Monday-Friday from 8am- 5pm EST.
- P. Publisher's list price appears on our written quotations and also may be viewed via our B&T Link Online and School Selection websites.
- Q. Understood.
- R. Baker & Taylor, Inc. does not require an order minimum on any of our products or services.
- S. Selection tools available to libraries
Please see the enclosed samples of the following selection guides available from Baker & Taylor. These catalogs are also available on our website, www.btol.com. E-lists are only available via our website.

Forecast

Our most extensive publication, *Forecast* is a monthly magazine promoting soon to be published hard cover titles. *Forecast* speaks to librarians about future bestsellers and noteworthy mid list titles so they can make well-informed buying decisions. Features include a monthly subject collection as well as publicity news on upcoming author tours, media tie-ins, and serial and book club rights.

Independent Press Quarterly is a quarterly section in *Forecast* showcasing notable titles from independent publishers. This section focuses on the latest trends in publishing as well as information on current releases and other notable titles.

Paper Clips

Featuring prepublication paperbacks, *Paper Clips* speaks to librarians about upcoming adult paperbacks. Although its focus is on titles four to six weeks prior to publication, *Paper Clips* also has mass-market backlist titles that publishers are promoting. In addition, every *Paper Clips* issue highlights a specific Roundup listing that features both frontlist and backlist titles related to a topic of particular interest.

School Selection Guide

Published annually, *The School Selection Guide* offers quality titles for enhanced collection development. Every title appearing in *The School Selection Guide* has

been positively reviewed or recognized as an award winning title. These catalogs provide your school with title selections by Dewey Classification Sequence and alphabetically by title. All titles are listed with the current Publisher's List Price. Special features include review sources, award winning title sections (including Newbery, Caldecott, Coretta Scott King, Boston Globe/Horn Book Award Winners, Pura Belpre Medal and Honor Books), and Special Collections, like Favorite Series, Spanish Language, Multicultural, Sports and Reference titles.

Also included in *The School Selection Guide* is a comprehensive overview of Baker & Taylor's products and services offering ordering options, pre-binding options, B&T MARC specifications, and many other subject areas of interest to the school librarian.

Books for Growing Minds

Baker & Taylor's *Books for Growing Minds* showcases the best in children's literature and spoken word audio to librarians. This publication serves as a comprehensive guide to Baker & Taylor's juvenile selections and features titles appropriate for all interest levels from toddlers through young adult. Each issue contains special theme collections that cover a variety of subjects of interest as well as a feature series section that highlights recent additions to the most popular children's series.

Imagery

Imagery is the Baker & Taylor catalog created exclusively for graphic novels, one of the fastest growing genres in books.

Our full-color publication offers many pages of title lists, advertisements, merchandising tips, and insight into the unique "language" of this specialty category. Sections include:

- Graphic Novels Top 25 Bestsellers
- Graphic Novels Front List (New Titles)
- Graphic Novels Core Lists - Series & Manga Titles, Stand Alone Titles and Drawing Techniques Titles
- Exclusive Interviews with Authors and Illustrators
- Award-winning Titles (including Eisner Awards and Harvey Awards)

Look for Imagery twice a year, in the Spring and Fall.

CATS Series

Our CATS program provides the newest and most popular continuing series for children and young adults, including picture books, easy-to-read, juvenile fiction and nonfiction, graphic novels/ Manga/ comic strip books, teen fiction and nonfiction, and Spanish/bilingual titles. New titles are shipped to you automatically upon publication.

Espanol

Espanol is Baker & Taylor's semi-annual publication highlighting a collection of recent releases and bestsellers for books, music, and DVD titles, all in Spanish for your Spanish-language patrons and customers. Look for three issues each year, published and mailed in February, May and August.

Automatically Yours

Baker & Taylor's *Automatically Yours* program delivers the latest publications from popular authors right to your door. Select your favorite authors, and Baker & Taylor will send the latest titles, as soon as they are released. Firm Order discounts (Exhibit A) will apply.

Automatically Yours has 7 different programs to choose from:

- Popular Adult Fiction Authors – featuring over 650 fiction authors
- CATS Authors & Illustrators – featuring over 400 of the most popular children and young adult authors, both fiction and non-fiction.
- Spoken Word Audio
- Large Print Popular Adult Fiction Authors
- Book Club Plans - Baker & Taylor offers 4 different Book Club Plans to help meet your patrons' demands:

“Today” Show Book Club

“Reading with Ripa” Book Club

“Good Morning America” Book Club

“Oprah’s” Book Club

(although Oprah has discontinued her book club, she will occasionally recommend titles. We will continue to automatically ship these titles.)

- Inspirational Authors – Offers over 180 authors
- Graphic Novels - Available for Adult and Teen titles. Choose from 140 Vendor/Characters, 52 Authors, and 32 Illustrators.

E-Lists (on-line)

Baker & Taylor's E-Lists are selection lists that have been developed by our professional staff to help save you time and effort in searching for titles of interest. Utilizing any of our online ordering tools, you can browse our comprehensive list of E-Lists, developed exclusively for you.

Our E-Lists are organized into useful categories of similar lists, helping you easily browse the topics that interest you and your patrons.

- Audio & Video Bestsellers
- Audio & Video New Releases
- Children's & Teen (CATS)
- Critic's Choice(award winners)
- Curriculum Support
- Librarian Selections
- Monthly Stars
- Spanish & Hispanic Titles

To begin using E-Lists, simply log-in from B&T Link Online or via Quick Links. For further questions about e-lists, contact us at btinfo@btol.com.

- T. Discounts extended to the State of Iowa are applied to the publisher's current list price at the time of shipment. The discounts will remain firm for the life of the contract; however, the publisher's list price is subject to change without notice.

Baker & Taylor, Inc. is pleased to propose the discount terms and conditions of sale outlined on Exhibit A. (Section III, Baker & Taylor Exhibits) Exhibit A provides a discount outline for each product category offered by Baker & Taylor, in addition to those items detailed on the bid form.

Further, Baker & Taylor has also provided a listing of category types and their definitions (Exhibit B) (Section III, Baker & Taylor Exhibits). The category number will match the discount categories (and number) as stated on the Terms and Conditions of Sale. This will clarify the criteria used to classify a particular binding category and how it relates to the discounts offered.

"Baker & Taylor's Enhanced Services Program" (Exhibit C) (Section III, Baker & Taylor Exhibits) describes in detail a valuable service that will save time and money when procuring titles from small and hard to find publishers. By utilizing B&T's vast publisher and title database, the agencies can purchase a wide variety of low demand and small print run titles from associations and limited edition, prepayment, and non-returnable publishers. These titles will be invoiced at list price plus a \$4.95 per unit surcharge.

This agreement affords the provision of books based upon stated discounts from the current publisher's list price. The discounts vary based on the classification of books into general categories, some of which are determined by general marketing criteria. Baker & Taylor has utilized its best efforts to categorize titles for pricing purposes by considering such factors as binding, cost of acquisition, general marketing categories, publisher's discount, customer demand, returnability to publishers, preferred stock status, and other factors. Baker & Taylor reserves the sole right to be the final determinant of the pricing category. Please be advised that Baker & Taylor provides a detailed invoice that identifies the publisher's current suggested list price, the discount offered, and the exact price charged for each title ordered.

The discounts outlined within this proposal will be applied to the publisher's current list price at the time of shipment. Please note that the publisher's list price is subject to change without notice. In addition, please note that for some college textbook publishers where no publisher list price is assigned by the publisher, Baker & Taylor will assign a list price for these titles. B&T will also assign a US dollar list price for any imported title. In such instances, the applicable list price is based upon a standardized formula.

Terms of this agreement do not include those books considered as proprietary media or falling under Baker & Taylor special programs, such as Continuation Services, DEMCO Turtleback, Replica Book Services, or BTBound titles. DEMCO Turtleback editions will be invoiced at Baker & Taylor's net advertised catalog price. Replica Books will receive a 5.0% discount and BT Bound titles will receive a 25.0% discount from advertised list price. Imported foreign language titles noted as non-returnable will be billed at our advertised list price. Further information and pricing regarding such services and programs are available upon request.

- U. Our title catalog does contain material with adult themes. As the definition of Adult material varies from customer to customer, we are unable to identify and block such titles from order.
- V. The discounts outlined will be applied to publisher's list price at the point of shipment. Our systems are unable to support promotional pricing as initiated by publishers.

W. Quotation Service (firm order books)

Baker & Taylor will provide customized, all-inclusive price quotes upon your request. These quotes include the publisher's list price, the earned discount, and the net price (after discount). Each quote can be further customized to include cataloging and processing charges for the titles you select. Our Quotation Service is **FREE OF CHARGE** and there is never any obligation to buy.

X. Collection Development Services

Baker & Taylor collection management librarians have extensive experience working in library collection development and/or technical services in public, school, academic, and special libraries before their employment with Baker & Taylor. Our management team has created this organization carefully, recruiting librarians with a wide range of complementary, specialized subject knowledge representing different-sized institutions and a range of geographic regions.

Baker & Taylor's collection management team is an accessible resource that will work with the Library staff to complete foundation tasks, such as profile development. Our collection development team is a resource for general inquiries about any and all aspects of collection development topics and associated technical questions. We also can produce on-demand selection lists for special needs such as replacement projects or new facility openings. In addition, our collection management team can provide consultation to the library's staff as needed to contribute to collection development, staff development, process analysis, collection analysis, and/or provide change and project management solutions.

Pricing for selection list production varies with the complexity of the request. Please see the enclosed brochure for additional information.



Exhibit D

Institutional Returns Policy
(Revised July 2006)

The following guidelines are required to ensure prompt handling of your return. All product returns (**excluding Book Leasing programs**) require prior authorization from a Customer Service Representative. ***You may contact your appropriate representative via the toll-free number listed on your packing list.***

How to Obtain Return Authorization

Please use the Return Authorization Form from your shipment's packing list to make all returns. Contact your Customer Service Representative for return authorization. ***All claims must be made within 45 days from the date of invoice.***

1. When calling for return authorization, please have the following information available:
 - A. Return Authorization Form
 - B. Your account number and ATS# from the shipment's packing list (located mid-page under the Return Authorization Form explanation)
 - C. Reason for the claim/return
 - D. Action being requested -
 1. Replacement of product
 2. Credit to your account; no replacement product necessary
2. Your Customer Service Representative will assign your return an authorization number (RTA#). To expedite the process, please clearly mark the RTA# on the Return Authorization Form and on the outside of the carton in the upper right corner from the shipping label.
3. Make your return via an insured and traceable carrier; Baker & Taylor is not liable for returns lost in transit.
4. ***Products incorrectly shipped by Baker & Taylor may be returned with authorization within 45 days of the product's date of invoice.*** Product(s) meeting the definition of Publisher defective may be returned with prior authorization within six months of the product's date of invoice. Products purchased with value-added processing services which have been shipped as ordered are considered non-returnable.

DAMAGED SHIPMENTS: If you receive a damaged carton(s) which resulted in damaged product(s), please hold the product(s) and save the carton for Carrier inspection. If the damage is visible at the time of delivery, bring it to the Carrier's attention and note it on the Bill of Lading. Then, contact your Baker & Taylor Customer Service Representative via the toll-free number listed on the packing list.

CLAIMING SHORTAGES: Please check your packing list or invoice before claiming shortages. ***All claims must be made within 45 days from the product's invoice date.*** Please ensure you have received all cartons of a shipment prior to signing for receipt from the Carrier. Cartons you have signed for as received from the Carrier are not claimable as shortages from Baker & Taylor.

INTERNATIONAL CUSTOMERS ONLY: For information on making returns of damaged, defective, or incorrect products, please contact your local International Sales Office or our International Customer Service Department in Moline, Illinois (FAX: 815-472-9886). You may also refer to the website at <http://www.btol.com/international/return>.

All returns should be sent to:

Baker & Taylor
Department R
251 Mt. Olive Church Road
Commerce, GA 30599

Baker & Taylor Entertainment, Video and Accessory Return Policy

General Guidelines

1. All returns must be requested by calling your Customer Service Representative to receive a Return Authorization (RA) number. Please have your invoice number ready - all products must refer to a specific invoice number.
2. All returns must be shipped prepaid to the designated regional returns center with the RA number clearly marked on the outside of the box. BTE cannot assume any liability for returns lost in transit. Shipment of return product should be insured and you should retain the insurance receipt until credit is received from BTE.
3. All returns must have packing slip enclosed which provides customer number, customer name, RA number, reason for return, and lists each title, name, item number and quantity returned.
4. RA numbers are not reusable. Each new return must have a separate RA number.
5. RA numbers are only valid for 30 days. Product returned on expired RAs is subject to refusal by BTE.
6. Product must be returned with the original manufacturer shrink-wrap intact (defective returns excluded). Furthermore, it must be free of all customer-applied materials (stickers, hang tabs, etc.). Returns not complying with this requirement will be subject to a refurbishing charge of .40 per unit for removal of such materials. We reserve the right to refuse to accept any product that we cannot restore to a fully saleable condition.
7. Product returned that does not comply with the above guidelines will be refused.
8. BTE does not allow deductions to be taken without the issuance of an appropriate credit memo.

Overstock Returns

1. Overstock returns of unopened, factory sealed, active VHS product that was purchased from BTE may be returned for credit. No overstock returns are allowed on videogame software or systems, videolaserdiscs, accessory items, moratorium product or final sale product.

2. During the months of January, April, July and October you may submit, for approval, a list of tapes purchased from us up to a total value not to exceed 3% of your net purchases in the previous quarter.
3. The 3% return allowance amount is noncumulative and must be used under one quarterly RA number and return shipment.
4. Due to manufacturer policies, we are unable to price-protect tapes that have been reduced in price. Credit will be issued at the purchase price or current selling price, whichever is lower.
5. All overstock returns are subject to a 5% restocking charge.
6. Any product over 60 days old must be accompanied by a copy of the original invoice.
7. Tapes that have been deleted from our active catalog cannot be returned.

Defective Returns

1. We will replace all defective returns on a one-for-one basis with identical product.
2. RAs for defective rental-priced videotapes must be issued within 15 days of purchase, otherwise the product will be considered nonreturnable. NOTE: Certain manufacturers have longer return windows for defective product. Please contact your customer service representative for details.
3. You must initiate a claim with the carrier for all product that is damaged in transit. We suggest that you retain the original shipping container and notify the carrier (UPS, USPS, etc.) immediately upon receipt of damaged goods. BTE cannot issue credit for carrier-damaged goods.
4. All defectives must be accompanied by a note describing the nature of the defect. Videotapes must be stopped at the point of defect.
5. Defectives must be returned with original manufacturer sleeves, cases or cartons. In the case of a defective on a multicassette title, all cassettes must be returned.
6. Due to manufacturer guidelines, product that exhibits any of the following characteristics is not acceptable for return as defective:
 - Not in original packaging
 - Cracked/crushed cassettes or cartridges

NOTE: Certain manufacturers have no-fault defective return policies. Your customer service representative can provide you with a listing of these.

7. A true acceptable defective is a tape that has been played once and displayed one of the following:
 - The tape does not transport or rewind.
 - There is loss of audio or video on the tape, i.e., drop-outs, etc.
 - Lines through the tape that cannot be corrected with tracking.
 - Poor quality in video picture or low or garbled soundtrack.
 - No audio, low noise, static audio, color fades, picture jumps, picture rolls, static picture, warped, won't start, stops for no reason, lines in picture, film contents incomplete, different title on tape.
8. Any product rejected by the manufacturer for nonfactory defects will be returned and rebilled to you.

Misship Returns

1. Misships are products shipped to you as a result of our error. Overbuys by you or special orders that are not accepted by your customers do not constitute misships.
2. All requests for misship RA numbers must be called in within seven days of receipt of goods. Have your invoice number ready and the reason for misship (picking error, never ordered, etc.).
3. Only new, unopened, factory shrink-wrapped product may be returned as misships. Prior to breaking the seal or shrinkage on any product, it is your responsibility to review the validity of the shipment received.

Refusals

1. In the case of multiple refusals, BTE retains the right to limit or cancel all future shipments.

Your cooperation in following these procedures will help ensure speedy processing of returned merchandise.

*Thank you.
Reprinted 7/99.*

Baker & Taylor Entertainment Audio Return Policy

General Guidelines

1. All returns must be requested by calling your Customer Service Representative to receive a Return Authorization (RA) number. Please have your account number ready.
2. All returns must be shipped prepaid to the designated regional audio return center with the RA number clearly marked outside the box. BTE cannot assume any liability for returns lost in transit. Shipment of return product should be insured and you should retain the insurance receipt until credit is received from BTE.
3. All returns must have a packing slip enclosed which provides customer number, customer name, RA number, reason for return, and lists each title, by manufacturer, item number and quantity returned.
4. RA numbers are not reusable. Each new return must have a separate RA number.
5. RA numbers are only valid for 30 days. Product returned on an expired RA is subject to refusal by BTE.
6. Product must be returned with the original manufacturer shrink-wrap intact (defective returns excluded). Furthermore, it must be free of all customer-applied materials (stickers, hang tabs, etc.). Returns not complying with this requirement will be subject to a refurbishing charge of .40 per unit for removal of such materials. We reserve the right to refuse to accept any product any product that we cannot restore to a fully saleable condition.
7. Product returned that does not comply with the above guidelines will be refused.
8. BTE does not allow deductions to be taken without the issuance of an appropriate credit memo.

Overstock Returns

1. Overstock returns can be requested on a monthly basis. Return allowances are 10% of the previous monthly audio net purchases. For further details, contact your Baker & Taylor Audio sales representative.
2. The 10% return allowance amount is noncumulative and must be used under one monthly RA number and return shipment.
3. Due to manufacturer policies, we are unable to price-protect product that has been reduced in price.

Credit will be issued at the lower purchase price or the current selling price.

4. All overstock returns are subject to a 7.5% restocking charge.
5. Each audio configuration requires a separate RA number from BTE. Example: compact disc, cassette and cassette singles.
6. Product that has been deleted from our active catalog cannot be returned.

Defective Returns

1. You must initiate a claim with the carrier for all product that is damaged in transit. We suggest that you retain the original shipping container and notify the carrier (UPS, USPS, etc.) immediately upon receipt of damaged goods. BTE cannot issue credit for carrier-damaged goods.
2. All defectives must be accompanied by a note (sample attached) describing the nature of the defect.
3. Defectives must be returned with original manufacturer sleeves, cases or cartons. In the case of a defective on a multipiece title, all pieces must be returned.
4. Due to manufacturer guidelines, product that exhibits any of the following characteristics is not acceptable for return as a defective:
 - Excessive use/abuse
 - Evidence of tampering
 - Not in original packaging
5. Any product rejected by the manufacturer for nonfactory defects will be returned and rebilled to you.

Misship Returns

1. Misships are products shipped to you as a result of our error. Overbuys by you of special orders that are not accepted by your customers do not constitute misships.
2. All requests for misship RA numbers must be called in *within seven days* of receipt of goods. Have your invoice number ready and the reason for misship (picking error, never ordered, etc.).
3. Only new, unopened, factory shrink-wrapped product may be returned as misships. Prior to breaking the seal or shrinkage on any product, it is your responsibility to review the validity of the shipment received.

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1. In the case of multiple refusals, BTE retains the right to limit or cancel all future shipments.

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